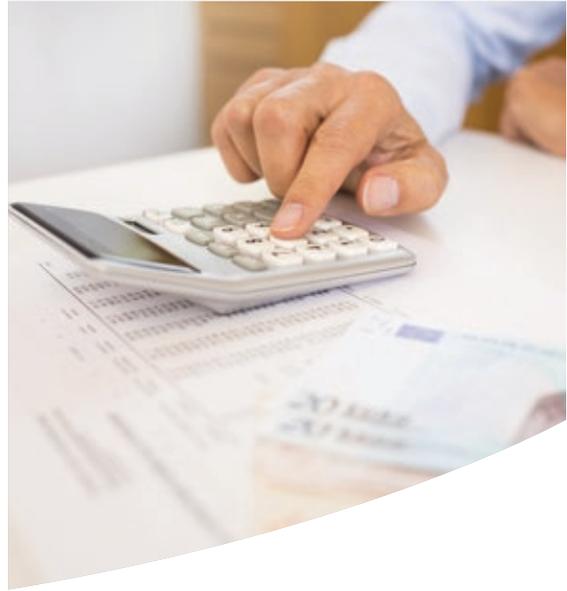


SUCCESS STORY

SAMPENSION

The digitized pension fund



A digitization of business processes has helped Sampension to get rid of bottle necks. This has resulted in more satisfied customers. This is the outcome when customer cases that normally took months today can be handled in a matter of hours or automatically

The pension fund Sampension has continually sought to integrate workflows from different IT systems in order to create transparency and improve quality in the company's handling of customers' cases.

The Challenge

Sampension has around 280,000 customers. It manages pension schemes for white collar workers in municipalities and central government. Sampension's strategy is to deliver efficient management of pension funds and investment portfolios with a low administration cost.

Bottlenecks and manual work processes have over the years been a threat to Sampension's strategy and core business. As a consequence Sampension has made the decision to work towards digitizing all of the company's core business processes in a pragmatic way. Together Sampension and Sopra Steria have strived to deliver a solution that integrates many different IT systems to deliver a seamless user experience for customers, employees and management.

Our solution

The IT infrastructure that Sopra Steria has developed integrates many different IT systems into a coherent platform. The glue that binds it all together is a custom-made solution that integrates case management systems, customer service systems and document management systems with product and policy systems.

Key Points

- Easier case management and better service for Sampension's 280,000 customers
- Ambitious BPM and IT transformation project that has resulted in a future-proof platform
- Digitized processes that reduce errors and improve the overall quality

System usability has been another important factor in the transition from manual to digital case management. The solution is easy to use and the user interface adjusts to the task at hand. This gives the employees an overview over their own tasks as well as the work load in the department and they can easily exchange cases with each other. Furthermore, the solution has a reporting interface that provides management with a detailed overview and KPI of the work that is in progress.

Delivering Transformation. Together.

sopra  steria

How we worked together

Introducing new ways of working for Sampension has been both an IT transformation and an ambitious business process management project. Sampension and Sopra Steria have had a close collaboration in order to continually develop and modernize the IT platform in Sampension.

Throughout the process Sopra Steria has collaborated closely with Sampensions strategic advisers and project organisation to continually scope and ensure the transformation would meet the strategic goals. Sopra Steria has worked both onsite at Sampension and from own premises

High level of expertise in understanding complex business processes spread amongst different IT systems have been necessary for this project to succeed and live up to expectations. Sopra Steria has gained a deep and thorough understanding of the business processes in Sampension by conducting interviews, workshops, and business analysis and combined this with technical insight and experience from other BPM and IT transformation projects in the financial sector.

Results and benefits

The solution provided by Sopra Steria has increased productivity by automating workflows in the management of cases. More trivial workflows as for example new subscriptions are now handled fully automatically. With 15-20,000 new subscriptions each year the result is that Sampension employees have more time to focus on better customer service and more complex issues in the handling of customer cases.

Sopra Sterias solution also improves the user experience for customers as they more easily can get a quick reply when they contact Sampension in relation to a request. The customers can follow the development in their personal profile and pension schemes on Sampension website which is fully integrated in the solution.

For Sampension management it is easier today to see if the company delivers on its service goals and it is possible to get a detailed report on performance in different aspects of the case handling processes in Sampension. With a flexible solution from Sopra Steria it is easier to maintain and further improve the system as customers' needs and business goals change over time.

“The benefit in working with Sopra Steria comes from Sopra Steria's competencies, experience and business understanding. They succeed in developing solutions that constantly lift our processes and support our business goals”

THOMAS B. SKRÆDDERGAARD,
IT manager, Development &
Projects, Sampension



About Sopra Steria

Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development, Infrastructure Management and Business Process Services.

Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added-value and innovation, Sopra Steria enables its clients to make the best use of information technology.

With 37,000 employees in over 20 countries, Sopra Steria had pro forma revenue of €3.4 billion in 2014.

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